

**STATEMENT UNDER 37 CFR 3.73 (b)**

In re application of: Mark Buonanno\*Michael Swailes\*Stephen R. Quatrano\* Jean Seo  
\*Chris Shenefiel

Confirmation No. 9529

Application No: 09/766,175

Filed: 01/18/2001

For: PROACTIVE CALL AND CONTACT CENTER SYSTEM

Cisco Technology, Inc., whose principal place of business is located at 170 West Tasman Drive, San Jose, CA 95134, states that it is:

1.  the assignee of the entire right, title and interest; or
2.  an assignee of less than the entire right, title and interest  
The extent (by percentage) of its ownership is \_\_\_\_\_ %

in the patent application/patent identified above by virtue of either:

- A.  An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel/Frame 011465/0035, recorded on 01/18/2001.

The undersigned (whose title is supplied below) is empowered to sign this statement on behalf of the assignee.

Date: April 14, 2008

Signature

/Stephen S. Ford/

Stephen S. Ford  
Reg. No. 35,139  
Attorney for Assignee